

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	4190017
<b>Application Number:</b>	10826160
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	8619
<b>Title of Invention:</b>	Processing service requests for product support with indexed and clustered answer objects
<b>First Named Inventor/Applicant Name:</b>	Hua-Jun Zeng
<b>Customer Number:</b>	22801
<b>Filer:</b>	Benjamin A. Keim/Jennifer Burda
<b>Filer Authorized By:</b>	Benjamin A. Keim
<b>Attorney Docket Number:</b>	MS1-1892US
<b>Receipt Date:</b>	28-OCT-2008
<b>Filing Date:</b>	15-APR-2004
<b>Time Stamp:</b>	15:31:45
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$670
RAM confirmation Number	832
Deposit Account	
Authorized User	

### File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
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1		FQ2371.PDF	328330	yes	43
			0884e9629bc965039baefeb597f4520c54473b31		
	Multipart Description/PDF files in .zip description				
	Document Description		Start	End	
	Amendment/Req. Reconsideration-After Non-Final Reject		1	1	
	Claims		2	25	
	Applicant summary of interview with examiner		26	26	
	Applicant Arguments/Remarks Made in an Amendment		27	42	
	Miscellaneous Incoming Letter		43	43	
Warnings:					
Information:					
2	Information Disclosure Statement (IDS) Filed (SB/08)	FM6513.PDF	116738	no	3
			22a239b5cf446d594b9a5f171458b0f89723d2b5		
Warnings:					
Information:					
This is not an USPTO supplied IDS fillable form					
3	Fee Worksheet (PTO-06)	fee-info.pdf	32213	no	2
			6cdcec942e90ac2eda890fb77162f147877eb8269		
Warnings:					
Information:					
Total Files Size (in bytes):			477281		

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**New Applications Under 35 U.S.C. 111**

**If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.**

**National Stage of an International Application under 35 U.S.C. 371**

**If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.**

**New International Application Filed with the USPTO as a Receiving Office**

**If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.**